



Department of ADMINISTRATIVE SERVICES *Job Postings*



DEPARTMENT OF SOCIAL SERVICES JOB OPPORTUNITY

Information Technology Supervisor Information Technology Division

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

The Department of Social Services is seeking an Information Technology Supervisor to work within the Information Technology Unit in our Central Office location. This individual will report directly to an IT Manager.

Open To: Current candidates on the Active Exam List for this title (#72320) or current state employees currently holding this title

Location: 55 Farmington Avenue, Hartford, CT

Job Posting No: Information Technology Supervisor
Position #117004

Hours 40 Hours Per Week

Salary Range: FD-32 \$97,306.00 to \$124,508.00 annually

Closing Date: October 25, 2017

Note: Applicants must have taken and passed the current state of CT examination for Information Technology Supervisor. State employees who are currently classified at this level or previously attained permanent status in this classification will be considered for lateral transfer. Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this vacancy.

Essential Responsibilities:

Schedules, assigns, oversees and reviews the work of staff; provides staff training and assistance; conducts performance evaluations; determines priorities and plans unit work; establishes and maintains unit procedures; develops or makes recommendations on the development of policies and standards; acts as liaison with other operating units, agencies and outside officials regarding unit policies and procedures; maintains software licensures and other related requirements; establishes and coordinates disaster recovery plan; establishes system security procedures and practices; performs facility and capacity planning and configuration management; supervises system performance analysis, tuning or storage management; develops host and network security policies; evaluates and recommends new strategies, technologies and technological directions to management; makes recommendations and maintains contracts for hardware and/or software purchases; makes recommendations for migration and system upgrade directions; oversees analysis of upgrades for complex applications to determine functionality and necessary software customization; provides technical specifications as input into Requests for Proposal (RFP) process; participates on evaluation teams that review RFP responses; oversees testing to ensure applications meet specification requirements; develops and implements database system strategies; provides resource planning; develops utilization metrics; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED
KNOWLEDGE, SKILL AND ABILITY:

Considerable knowledge of relevant agency policies and procedures; considerable knowledge of principles and techniques of systems analysis, design, development, and computer programming; considerable knowledge of principles of information systems; considerable knowledge of principles and theories of business and planning functions; considerable knowledge of programming languages; considerable knowledge of project management principles and techniques; considerable knowledge of principles, problems and techniques of data processing and data communication operations; considerable knowledge of data processing and data communications equipment and diagnostic tools; considerable knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; considerable knowledge of principles of complex computer operating systems; considerable knowledge of principles and techniques of business information systems re-engineering; considerable knowledge of principles and techniques of programming; considerable knowledge of network protocols and architecture; considerable knowledge of practices and issues of system security and disaster recovery; considerable knowledge of application's system development principles and techniques; considerable knowledge of principles and practices of data base management; considerable interpersonal skills; considerable problem solving skills; considerable oral and written communications skills; considerable technical problem solving skills; considerable analytical skills; considerable ability to prepare correspondence, manuals, reports and documentation; considerable ability to analyze and resolve operational and communications problems; considerable ability to analyze and debug complex software programs; considerable ability to identify, analyze and resolve complex business and technical problems; supervisory ability.

EXPERIENCE AND TRAINING

General Experience

Nine (9) years of experience in information technology (IT) operations, programming, systems/software development or IT related support area.

Special Experience:

One (1) year of the General Experience must have been performing advanced technical level duties or as a working supervisor in one of the following areas:

1. Designing, configuring and implementing complex networks.
2. Configuring, installing and upgrading host based applications packages and host and/or operating system software.
3. System software/application development.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 3.
Substitutions Allowed:

1. College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in management information systems, computer science or electrical engineering may be substituted for one (1) additional year of the General Experience.

PREFERRED SKILLS:

The Help Desk Supervisor's role is to oversee the entire Help Desk staff and ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of Help Desk functions. The Help Desk Supervisor will also contribute to problem resolution by giving in-person, hands-on support to end users at the desktop level.

- Establish and enforce Help Desk service level agreements in consultation with end users to establish problem resolution expectations and timeframes.
- Analyze performance of Help Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems.
- Conduct research on emerging products, services, protocols, and standards in support of help desk technology procurement and development efforts.
- Liaise with vendors for the procurement of new systems technologies, oversee installation, and resolve adaptation issues.
- Manage the processing of incoming calls to the Help Desk via telephone, e-mail, and customer portal to ensure courteous, timely, and effective resolution of end user issues.
- Design and enforce request handling and escalation policies and procedures.
- Coordinate and/or perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Monitor and test fixes to ensure problems have been adequately resolved.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Supervise the Helpdesk support staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed.
- Gather and analyze metrics to benchmark workload/performance and identify trends in Help Desk requests.
- Assess need for any system reconfigurations (minor or significant) based on request trends and make recommendations.
- Oversee development and dissemination of help sheets, user guides, and FAQ lists for end users.
- Oversee the development, implementation, and administration of help desk staff training procedures and policies.
- Ability to use, teach & troubleshoot Microsoft Windows operating systems, Microsoft Office applications (Excel, Outlook, PowerPoint, Visio and Word).
- All other assigned duties.

Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

APPLICATION PROCEDURE: Candidates who meet the above requirements should forward a cover letter, a completed State of Connecticut Application for Examination of Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded here: [CT-HR-12](#) and the two (2) most recent Performance Appraisals and Attendance Records from October 2015 to present instead of references. Please mail your completed State of Connecticut Application for Examination or Employment (CT-HR-12), cover letter and two (2) supervisory references letters to:

**State of Connecticut
Department of Social Services
55 Farmington Avenue – 5th Floor
Hartford, CT 06105
Attn: Ronnell Young – Human Resources Division**

**~PLEASE BE ADVISED HAND-DELIVERED, FAXED, EMAILED, OR SENT VIA INTEROFFICE
WILL NOT BE ACCEPTED~**

**APPLICATIONS MUST BE RECEIVED AND POST MARKED BY OCTOBER 25, 2017 CLOSE OF
BUSINESS**

Late or incomplete applications will not be considered.

An Equal Opportunity / Affirmative Action Employer

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.

If you are requesting special accommodations under the provisions of the Americans with Disabilities Act (ADA) please contact Terri-Lynn Johnston at 860-424-5501 or Terri-Lynn.Johnston@ct.gov